

PARK RANGER SUPERVISOR

DEFINITION

To provide day to day supervision of staff that will monitor and maintain the City Parks and other park facilities to ensure the orderly, clean and safe environment for park users; oversee and enforce park rules and regulations; provide supervision and training to staff and handle conflict resolution issues with park users; and performs other duties as required.

DISTINGUISHING CHARACTERISTICS

The supervisor level position performs full, first-line supervisory responsibilities including planning, assigning and evaluating the work of subordinates and are responsible for a work unit within a section or department

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Parks Manager.

Exercises direct supervision over assigned staff.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Supervise and plan, the day-to-day management/operation of staff that will monitor and maintain city parks and park facilities seven days a week.

Assists in monitoring Field Allocations to members of the Youths Sports Counsel in direct co-operation with the City's Recreation Department.

Establish schedules and methods for the patrolling and enforcement of various city rules and policies in assigned City parks and other areas.

Review and evaluate employees work performance; work with employees to correct deficiencies; implement discipline procedures as required.

Select, trains and evaluates staff; provide and/or coordinate staff training.

Monitor work activities to ensure compliance within established policies and procedures; instruct staff on proper work and safety procedures and ensure compliance; conduct safety meetings.

Evaluate operations and activities of assigned responsibilities; recommend and implement improvements and modifications for work methods and procedures; recommend and assist in the implementation of goals and objectives.

Oversee the budget preparation regarding anticipated equipment, materials and supply requirements; and direct the requisitioning of materials, supplies and equipment for the unit; order, pick up and deliver supplies; ensures adequate supply inventory.

Report and cites parking and other city violations; report enforcement problems to the Police Department

Monitor, repair or place pertinent City signage related to Parks rules and regulation.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Operate city vehicles.

Maintain work related records and prepare various reports and correspondence on work performed.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Methods, techniques, materials and equipment used in the patrolling and general maintenance of city parks and other areas.

Principles and practices of supervision, training and performance evaluation.

Pertinent Federal, State and local laws, codes and regulations.

English usage, spelling, grammar, and punctuation.

Computer equipment and software applications related to assignment.

Principles and practices of conflict resolution.

Ability to:

Interpret and explain pertinent City and department policies and procedures.

Plan, assign, direct and supervise the work of subordinates.

Train, motivate, and evaluate assigned staff.

Keep work related records and prepare reports.

Operate City vehicles observing legal and defensive driving policies.

Make sound judgments and decisions within established guidelines.

Operate computer equipment and software applications related to assignment.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of education and/or experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible journey level experience in a highly visible customer service position including one year of supervisory or lead responsibility.

Training:

Equivalent to the completion of the twelfth grade supplemented by training in conflict resolution, leadership or a related field. College coursework in management or a closely related field is desirable.

License or Certificate

Possession of a valid California driver's license.

PC 832 Certificate must be obtained within 12 months of employment.

PHYSICAL DEMANDS

On a continuous basis walk, stand, bend, crouch or stoop, sit for varying periods of time. Use hands and fingers to grasp tools; make repetitive hand and body motions; twist and reach below and above shoulder; write or use keyboard to communicate through written means. Communicate in person, use a two-way radio, and use a telephone. See in the

normal vision range with or without correction; hear in the normal range with or without correction.

WORKING ENVIRONMENT

Work is performed indoors and outdoors; when indoors, it is in an office environment in a carpeted and air-conditioned office environment with florescent lighting and moderate noise level. The majority of the work is performed outdoors with exposure to a variety of weather conditions as well as traffic, noise, and physical barriers and around fumes.

4/05